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SERVICE DELIVERY COMMITTEE

Terms of Reference

1. Purpose of Committee

To support the achievement of the Enfield Homes' vision through the development, monitoring and overview of key strategies, policies and plans relating to service delivery.

1.1 The Committee will take the lead for the Board in the following areas:

- Enfield Homes Delivery Plan
- Performance monitoring against key service delivery PIs
- Preparation for inspection
- Service Planning and Improvement
- Diversity Strategy (service planning and delivery)

1.2 The work of the Committee will not be limited to these areas and additional areas will be taken on as appropriate and as delegated by the Board. However it should be noted that the Board has delegated responsibility for the monitoring of all aspects of capital programme delivery to the Capital Projects Committee so these TOR explicitly exclude reference to Capital Projects.

1.3 The Committee will report to the Board on a quarterly basis on its activities and provide an annual report to the Board after the end of each financial year.

1.4 The Committee will make recommendations to the Board on an ad-hoc basis.

1.5 The Committee, through its Chair, will report on its activities to each Board meeting. In doing so, the Chair will have regard to whether anything reported is confidential, and should be reported in part 2 of the Board's agenda.

2. Quorum

2.1 The quorum for the Committee shall be 2; with one member from at least two groups present.

3. Frequency of meetings

3.1 The Committee shall meet bi-monthly.

4. The Committee's responsibilities

a) Delivery Plan

1. To contribute to the formulation of Enfield Homes annual Delivery and Business Plan including the setting of annual priorities and targets.
2. To monitor the implementation of the Delivery Plan action plans.
3. To receive reports on the progress made against achieving annual Delivery Plan priorities.

b) Performance Monitoring

4. To contribute to annual performance reviews and target setting against key performance indicators.
5. To monitor and challenge performance against key performance indicators.
6. To receive and comment on reports on actions taken to address performance issues.

c) Inspection

7. To ensure appropriate plans and resources are in place to enable Enfield Homes to achieve its targets in relation to inspection.
8. To receive and comment on progress made in preparing for inspection.
9. To receive reports on the progress made against inspectors' recommendations.

d) Service Improvement

10. Contribute to the development of a culture of continual service improvement by:

    - Ensuring appropriate service improvement mechanisms are in place and oversee their operation in driving continuous improvement in Enfield Homes;
    - Overseeing the development of a programme of service reviews and monitoring progress in carrying out reviews and implementing outcomes.

e) Diversity Strategy

11. To monitor the implementation of the Diversity Strategy through the approved action plan. (This responsibility is to be shared with other committees with this committee to take specific responsibility for the area of Service Planning and Delivery.)

12. To receive reports on the progress made against the recommendations in the action plan.